

## Supplemental Provider Review Tool – Personal Emergency Response System

The waiver includes adult day services, attendant care, case management, homemaker, residential based habilitation, respite care, structured day program, supported employment, behavior management/behavior program and counseling, environmental modifications, healthcare coordination, occupational therapy, personal emergency response system, physical therapy, specialized medical equipment and supplies, speech-language therapy and transportation. These are waiver services options that can be provided and will be services that people are receiving. Not everyone will be receiving the same services, however. Some will receive Physical Therapy or Transportation or Attendant Care, or some other service that reflects their needs.

The **Provider Compliance/Consumer Satisfaction Tool** will be supplemented with the following tool depending on what waiver service the person is currently receiving. A review of the CCB/POC will determine what services the person has. The Reviewer will determine by reviewing the CCB/POC and talking with the Case Manager the exact services the person has. By so doing, the Reviewer will take the appropriate supplemental Provider Review Tool to complete the Review. The following is an example of that supplemental Provider Review Tool for a person who is receiving **Personal Emergency Response System** services:

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<b>Waiver Services: Personal Emergency Response System</b>  <b>Waiver Assurances</b>  <b>Recommended Probes</b>		<b>Discovery Mechanisms</b>  <b>Discovery mechanisms are not meant to be inclusive. They are meant to be suggestions to gather information for the Reviewer. Guidelines are intended to help the Reviewer to make decisions about the presence or absence of the Indicators. The Discovery mechanisms listed here in no way imply they are meant to be directives for completion, or a requirement to be answered in every instance.</b>		
<b>Personal Emergency Response System:</b> <b>Desired Outcome:</b> <i>Personal Emergency Response System is an electronic devise which enables individuals at high risk to secure help in an emergency</i>		<b>Spending Time With People</b>  <b>(Initially during the conversation with the person using the Personal Outcome Measures®, then throughout the Review process.)</b>  <b>Examples only: specific situations may change observations.</b>	<b>Conversations With People</b>  <b>Selected Examples only: specific situations may change conversations with people.</b>	<b>Review of Documents</b>  <b>Examples only: specific situations may change documents needing review.</b>
<b>Personal Emergency Response System</b>	<b>PERS I.A.1 The individual is provided with a Personal Emergency Response System to secure help in emergency situations</b>  <ol style="list-style-type: none"> <li>1. Is the need for a Personal Emergency Response System identified in the individual's POC/CCB?</li> <li>2. Was the devise installed by a qualified provider?</li> <li>3. Does the devise/system function properly?</li> <li>4. Was the individual trained in how</li> </ol>	Observe the individual's accessibility to the devise	Ask the individual if they have a Personal Emergency Response System.  Ask if they know how to use the devise/system? Ask the individual to show/describe how the devise works/is used  Ask the individual/case manager what training was received	Review the POC/CCB to ensure that the Personal Emergency Response System is  Review the individuals personal file for evidence of monthly maintenance of the devise

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	<p>to use the devise/system?</p> <p>5. Is there an ongoing monthly maintenance schedule of the devise established?</p> <p>6. Is there a warranty for the devise effective for at least (1) year from the date of installation?</p>		<p>Ask the individual if the devise works ok</p> <p>Ask the individual if they have had to use the devise and if so how it work</p> <p>Ask the individual/case manager if there is a maintenance schedule for the device, and what is it</p>	
<b>Documentation</b>	<p><b>PERS I.B.1 Documentation Standards are met maintained in the Individual's personal file.</b></p> <p>1. Is the need for a Personal Emergency Response System identified in the individual's POC/CCB?</p> <p>2. Is there documentation of expense for installation of the device?</p> <p>3. Is there documentation of monthly rental fee for the device?</p> <p>4. Is there documentation of monthly maintenance of the device?</p>			<p>Review the individuals personal file for expense of the installation of the devise; monthly rental fee; and monthly maintenance of the device</p>